

Military and Civilian Pay Services



FINANCE CONFERENCE
APRIL 10, 2001

AGENDA

- Structure
- Timeliness - all services
- Timeliness - Navy
- Accuracy - all services
- Accuracy - Navy
- Turnaround Time
- Separation Debts
- Challenges

MILITARY PAY OPERATIONS

PRODUCT LINE EXECUTIVE

Douglas W. Smith

Secretary - Frances Hill

Operations & Product Integrity
Debra Williams

Corporate Initiatives Liaison
Neil Singleton

Director, Air Force Military Pay
Col. L.C. Williams

Director, Army Military Pay
COL Dan Glodowski

Director, Marine Corps Military Pay
Jamie Christie

Director, Navy Military Pay
Capt. Karl Bernhardt

Deputy Director
Col. Gary Vaughn

Acting Deputy Director
Ronald Reese

Deputy Director
Mike Guthrie

Deputy Director
Cheryl Catania

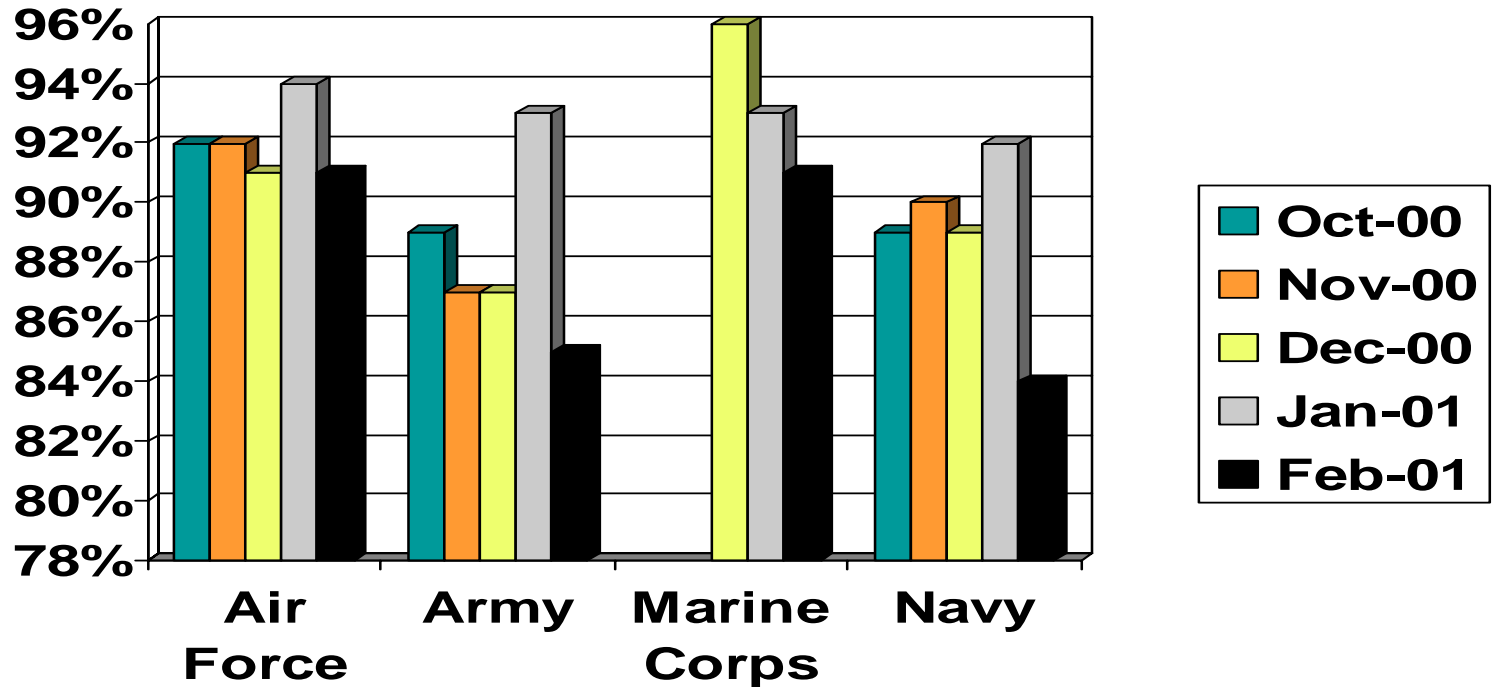
- Financial Services
Steve Donnell
- Pay Services
LtCol Mark Handley, USAF
- Policy Guidance &
Quality Assurance
Bob Jones
- Field Services
MAJ Steve Kennedy, USAF

- Systems and Procedures
- Field Operations
LtCOL Richard Shrank
- Military Pay Accounting
Lila Rayle
- Business Management
Ronald Reese
- Centralized Operations
LtCOL Richard Ourand

- Separations and Settlements
Grace Moorning
- Reserve Pay
Karen Reed
- Support Services
Donna Hanna

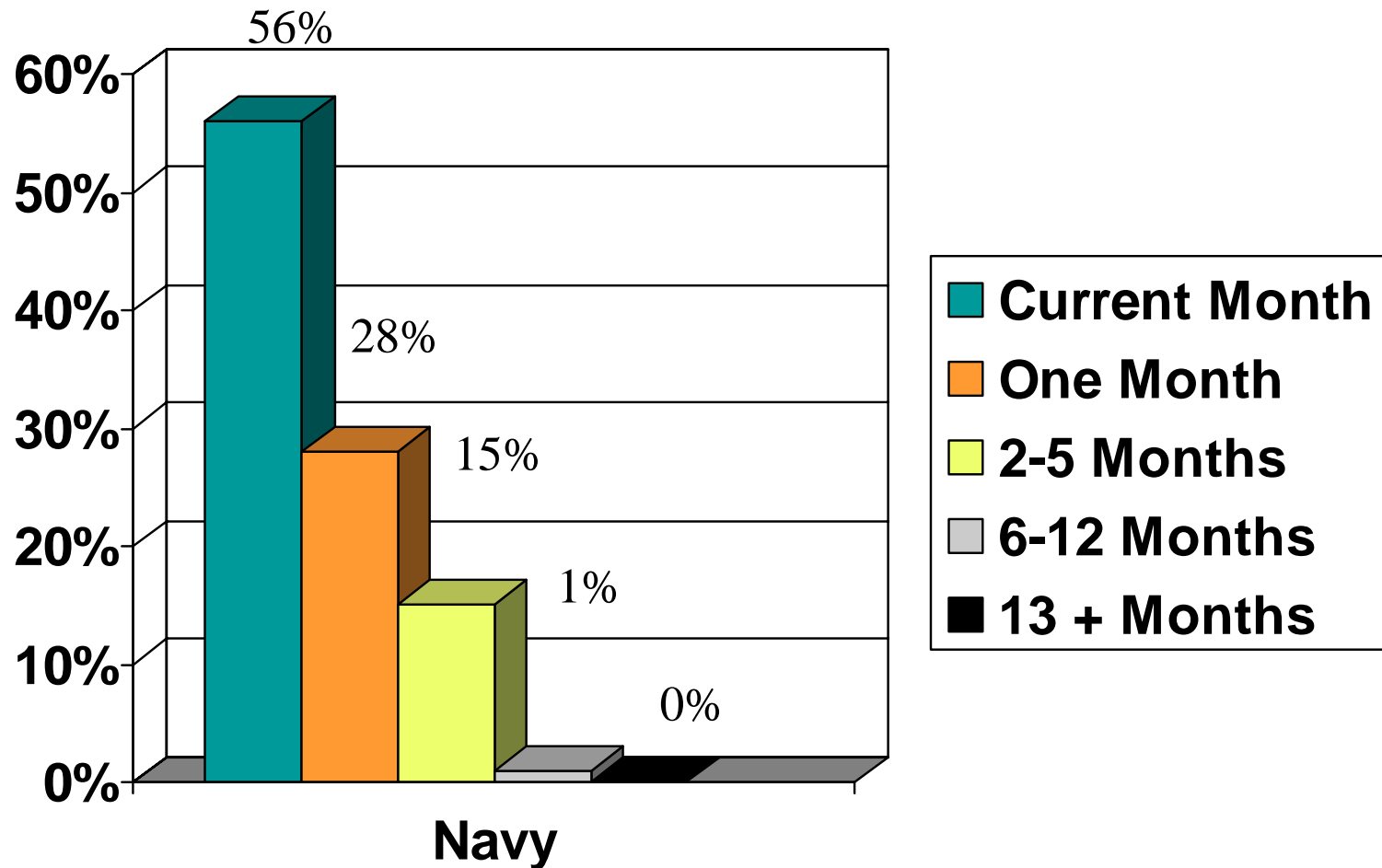
- Military Pay
CDR Thomas Grady, USN
- Central Site Processes &
Business Analysis
Carlton Buchanan - Acting
- Policy Procedures &
Field Support
Jon Cobb

Field Transaction Timeliness Percentages Within 60 Days of Entitlement



	Air Force	Army	Marine Corps	Navy
Oct-00	92%	89%		89%
Nov-00	92%	87%		90%
Dec-00	91%	87%	96%	89%
Jan-01	94%	93%	93%	92%
Feb-01	91%	85%	91%	84%

Field Transaction Timeliness Percentages February 2001

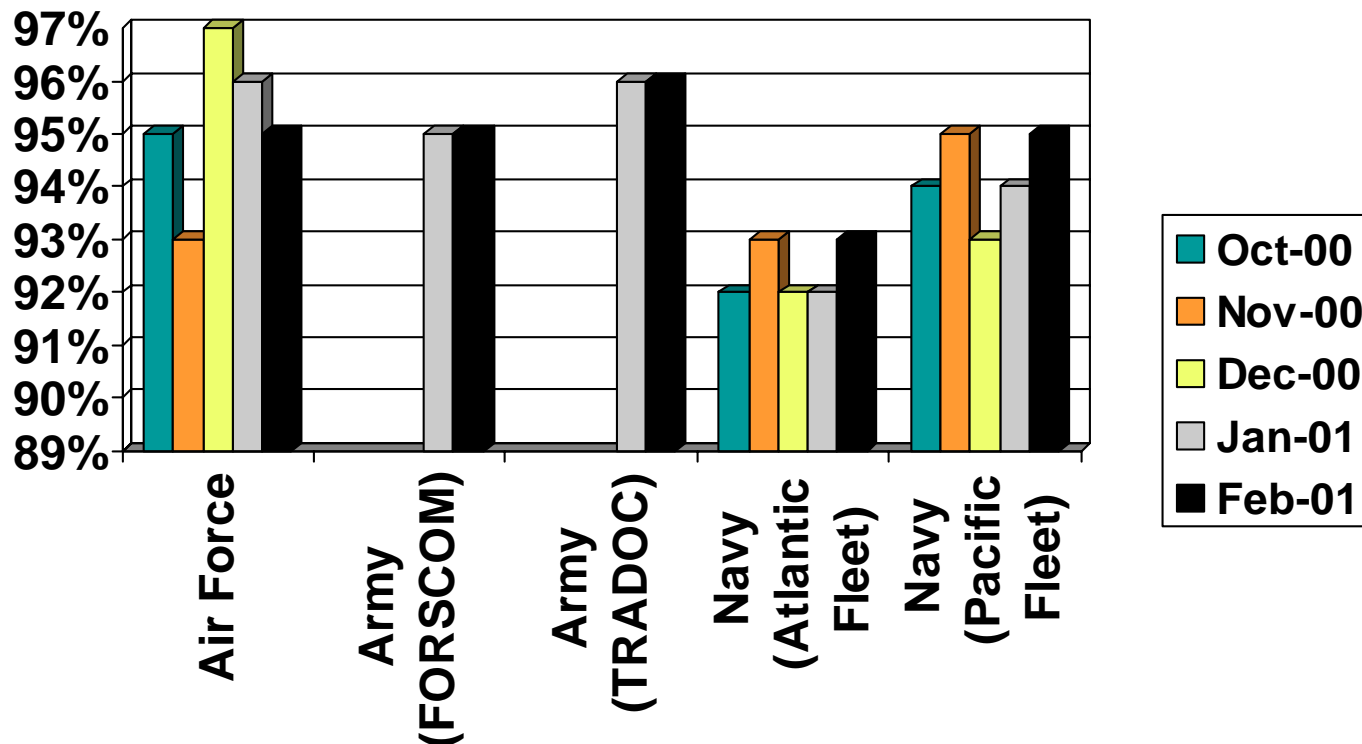


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NAVY Top Five Untimely Transactions February 2001

- **Leave - 46,196**
- **BAH - 3,197**
- **BAS - 3,057**
- **VHA Offset - 2,694**
- **FSA - 1,776**

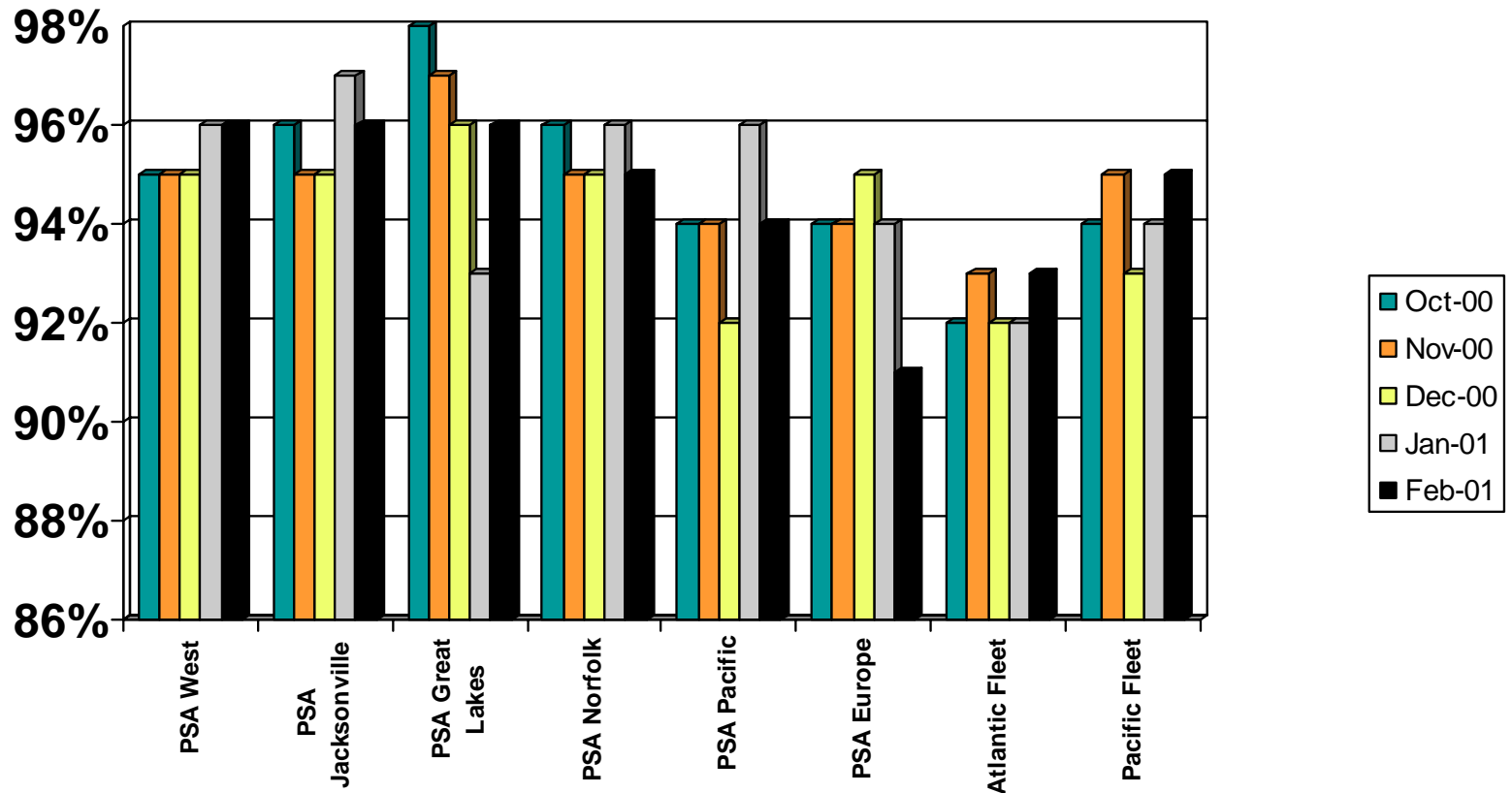
Transaction Input Accuracy by Major Command



	Air Force	Army (FORSCOM)	Army (TRADOC)	Navy (Atlantic Fleet)	Navy (Pacific Fleet)
Oct-00	95%			92%	94%
Nov-00	93%			93%	95%
Dec-00	97%			92%	93%
Jan-01	96%	95%	96%	92%	94%
Feb-01	95%	95%	96%	93%	95%

January 2001 is first reporting month for Army.

Transaction Input Accuracy by Major Command (Navy)

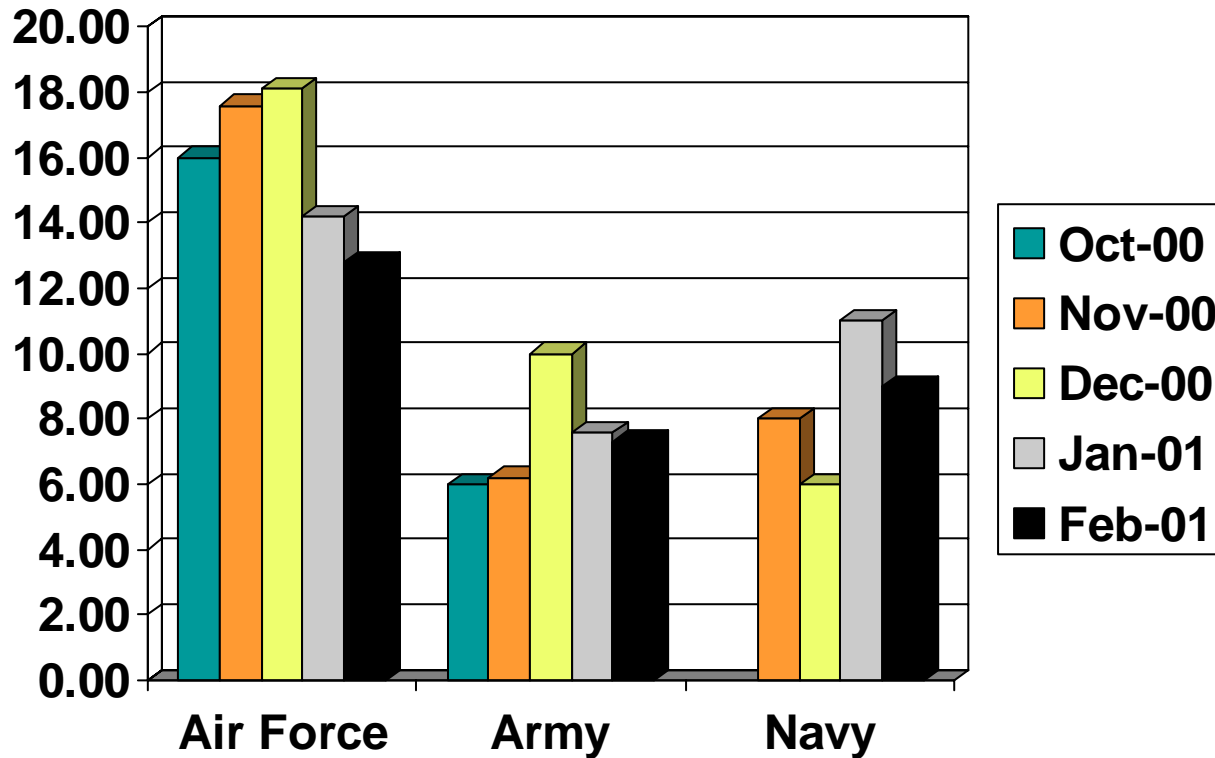


	PSA West	PSA Jacksonville	PSA Great Lakes	PSA Norfolk	PSA Pacific	PSA Europe	Atlantic Fleet	Pacific Fleet
Oct-00	95%	96%	98%	96%	94%	94%	92%	94%
Nov-00	95%	95%	97%	95%	94%	94%	93%	95%
Dec-00	95%	95%	96%	95%	92%	95%	92%	93%
Jan-01	96%	97%	93%	96%	96%	94%	92%	94%
Feb-01	96%	96%	96%	95%	94%	91%	93%	95%

Navy Top Five Transaction Reject Conditions February 2001

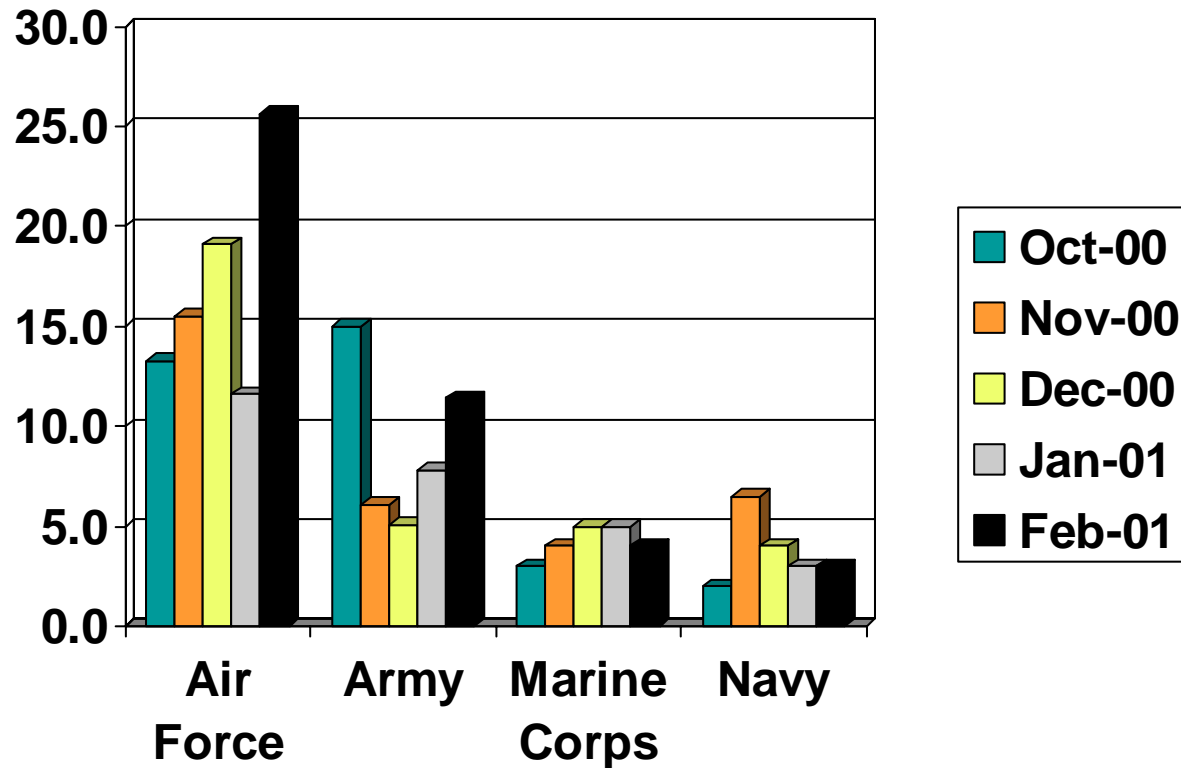
- PCS Arrival - 7,893
- Leave - 4,097
- Indebtedness - 4,042
- VHA Offset - 1,693
- BAH 1,577

Active Duty Average Turn-Around Time of Processed Items



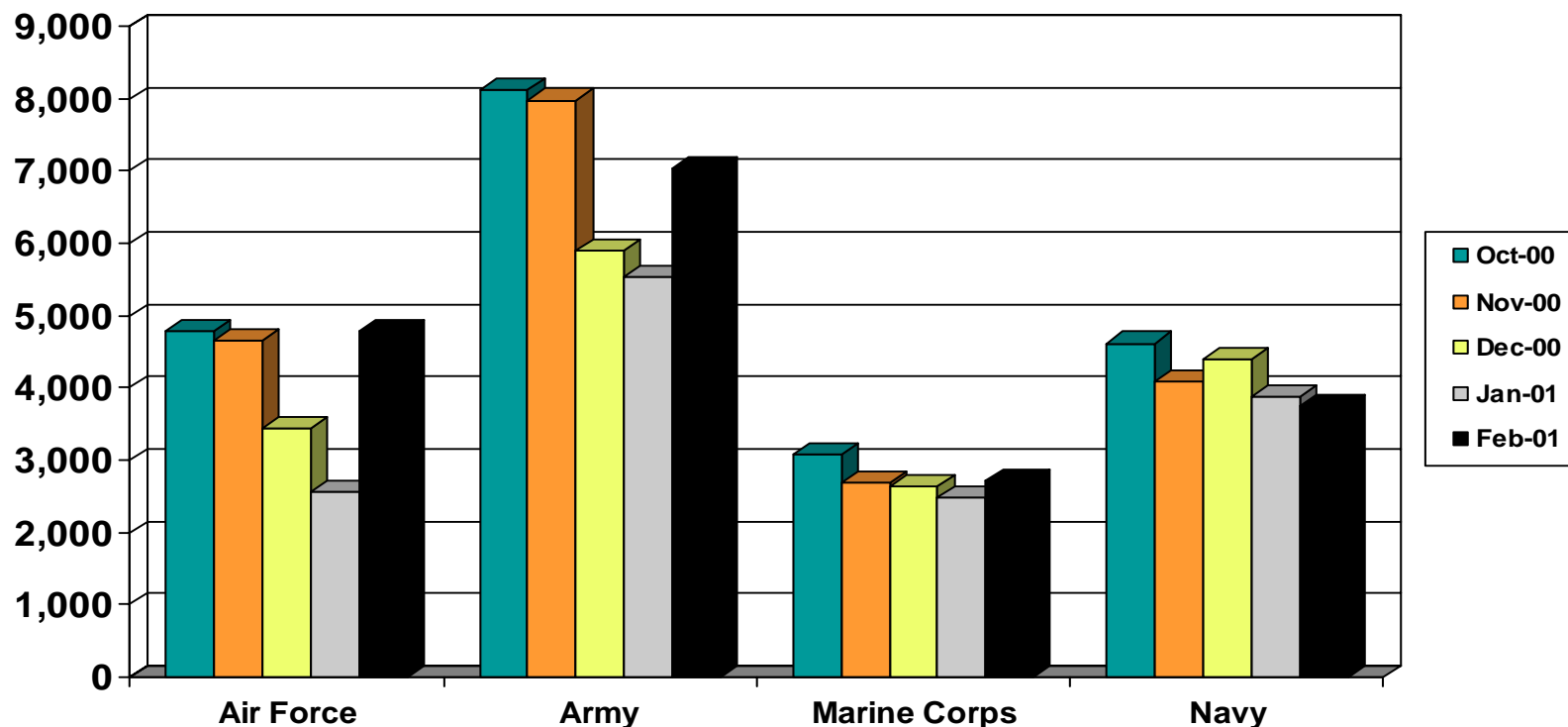
	Air Force	Army	Navy
Oct-00	16.00	6.00	
Nov-00	17.60	6.20	8.00
Dec-00	18.10	10.00	6.00
Jan-01	14.21	7.60	11.00
Feb-01	12.78	7.30	9.00

Reserve Average Turn-Around Time of Processed Items



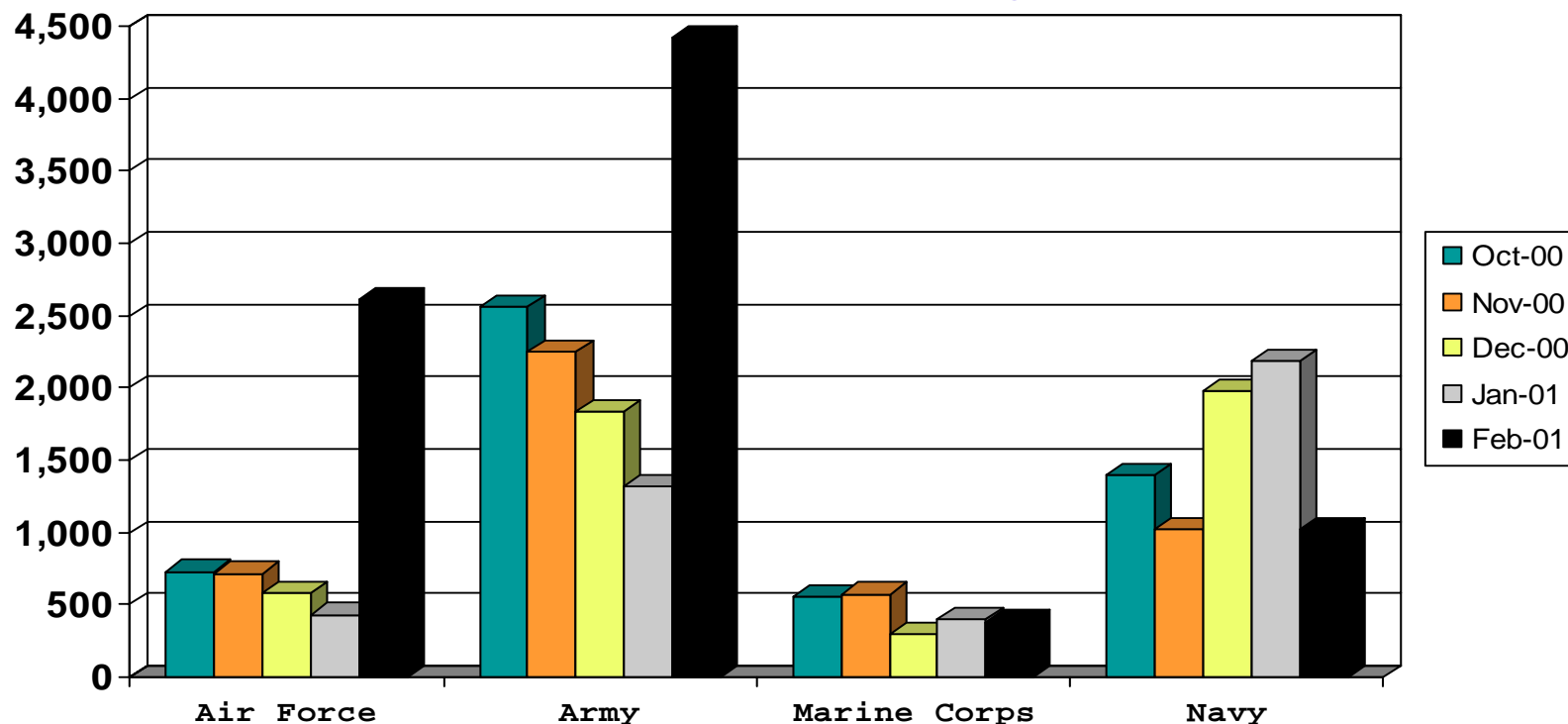
	Air Force	Army	Marine Corps	Navy
Oct-00	13.3	15.0	3.0	2.0
Nov-00	15.5	6.1	4.0	6.5
Dec-00	19.1	5.1	5.0	4.0
Jan-01	11.6	7.8	5.0	3.0
Feb-01	25.6	11.4	4.0	3.0

Active Duty Accounts Overpaid at Separation Number of Separations



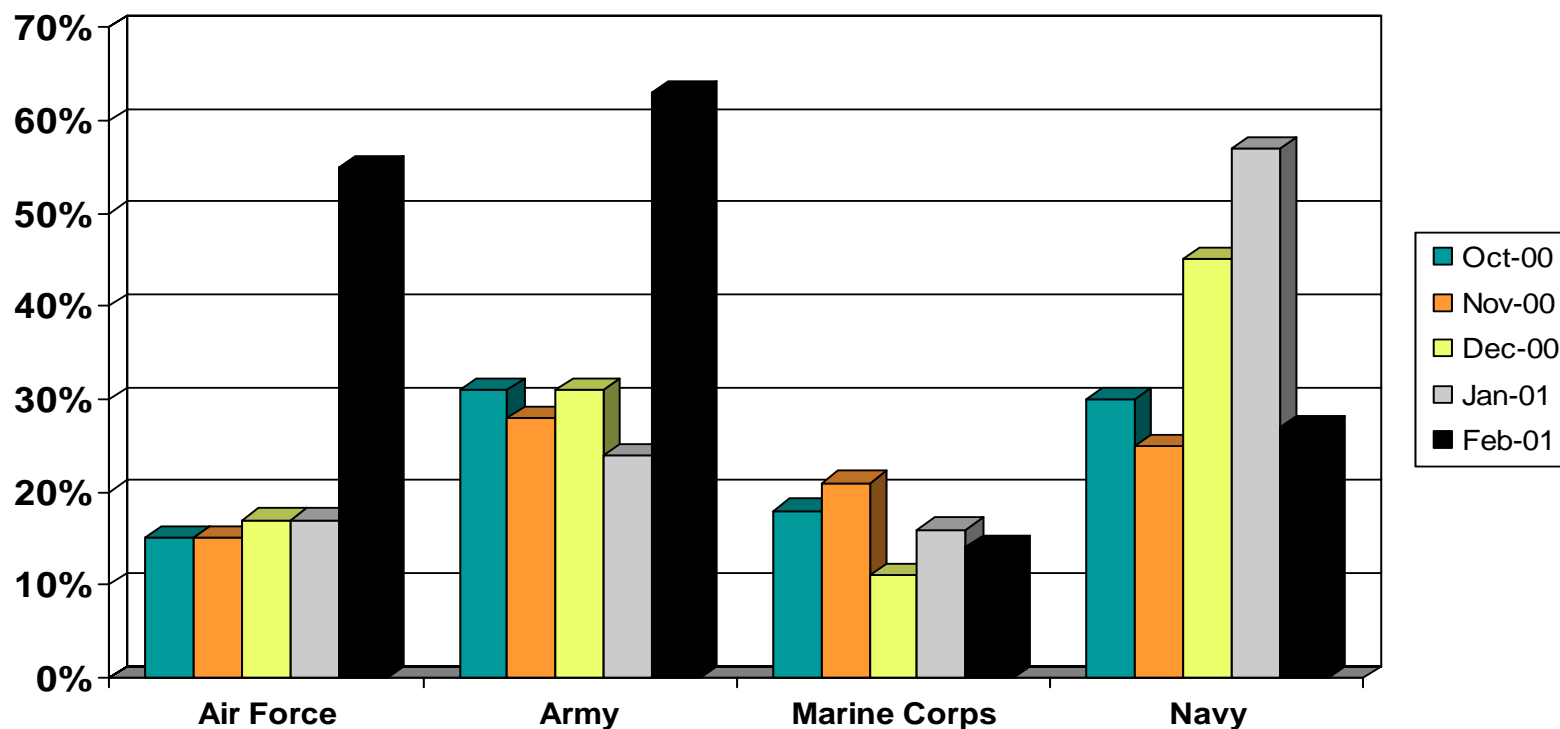
	Air Force	Army	Marine Corps	Navy
Oct-00	4,784	8,120	3,085	4,615
Nov-00	4,657	7,979	2,694	4,094
Dec-00	3,432	5,897	2,640	4,397
Jan-01	2,566	5,534	2,484	3,869
Feb-01	4,788	7,042	2,706	3,750

Active Duty Accounts Overpaid at Separation Number of Overpayments



	Air Force	Army	Marine Corps	Navy
Oct-00	730	2,560	551	1,391
Nov-00	717	2,247	574	1,019
Dec-00	578	1,831	297	1,979
Jan-01	432	1,322	401	2,187
Feb-01	2,617	4,426	381	1,023

Active Duty Accounts Overpaid at Separation Percent Overpaid



	Air Force	Army	Marine Corps	Navy
Oct-00	15%	31%	18%	30%
Nov-00	15%	28%	21%	25%
Dec-00	17%	31%	11%	45%
Jan-01	17%	24%	16%	57%
Feb-01	55%	63%	14%	27%

Navy Top 10 Debt Reasons

- ① Bonus recoupment**
- ② Overpayment of pay and allowances**
- ③ SGLI**
- ④ Negative leave balance**
- ⑤ Overpayment by unit at separation**
- ⑥ FITW and SITW**
- ⑦ Advance pay**
- ⑧ Travel pay**
- ⑨ Duplicate pay check**
- ⑩ Appellate review leave status**

Current/Future Challenges

- Thrift Savings Plan
- Family Supplemental Subsistence Allowance
- Career Status Bonus
- Perstempo
- Advance TLA
- BAS Reform - (introduced in FY98 legislation; FY01 terminated transition authority)
- SGLI
- MGIB conversion from VEAP
- MGIB Additional \$600 Contribution
- Fourteen-Day Military Pay Day (Bi-Weekly Military Pay Dates)

Request Your Help

- ★ Submit transactions immediately upon entitlement
- ★ Train to minimize/eliminate incoming transaction errors
- ★ Focus on separations early enough to reduce separation indebtedness to <10%